



Community Services is located in the Jeffery Hale Pavilion.



# Jeffery Hale

## How to access services

To receive palliative care services in English from the homecare team of Jeffery Hale, you, a member of your family, or your doctor can talk to one of our intake social workers or nurses.

Please call or drop by Jeffery Hale Community Services at:

**418 684-JEFF (5333), ext. 1580**

Community Services, located in the Jeffery Hale Pavilion, is open Monday to Friday, 8:30 AM - 4:30 PM

## One number

If you live in the Greater Quebec City region and would like health and social services in English, please call the Jeffery Hale at:

» **418 684-JEFF (5333)**

1 888 984-5333 toll-free

- Emergency Room
- Diagnostic Services
- Senior Care
- Community Services (free CLSC-type services in English)



## Jeffery Hale

418 684-JEFF (5333)  
1250, ch. Sainte-Foy  
Québec QC G1S 2M6

[www.jefferyhale.org](http://www.jefferyhale.org)

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## Palliative Care at Home



- Improve quality of life
- Control pain
- Give comfort and support

[www.jefferyhale.org](http://www.jefferyhale.org)



May 24, 2011



## Palliative care

The homecare team of Jeffery Hale Community Services provides palliative care services to English-speaking persons of all ages living in the Greater Quebec City region.

Palliative care describes a range of services delivered at home to persons who have a terminal illness and to their loved ones.

The goal of palliative care is to:

- Improve quality of life
- Control symptoms of discomfort
- Provide support, comfort and reassurance

Our homecare team works in partnership with the palliative care teams of all local CLSCs. For more details, please read the section on the service hours.

## Our values

In keeping with our organization's Code of Ethics, we are guided by a set of core values in providing palliative care services. Our team promotes the values of respect, discretion, professionalism, empathy, courtesy and fairness. This involves:

- Respecting the clients' personal choices and wishes;
- Encouraging clients to participate in decision making;
- Protecting confidentiality;
- Respecting the values, culture and religious practices of clients and their loved ones;
- Promoting a personalized approach.

## Services provided

### Home nursing care

- Controlling pain and discomfort, managing medications in cooperation with your physician, physical care, monitoring of your state of health.

### Home occupational therapy

- Home adaptations, advice on selecting the right equipment, mobility assistance.

### Psychosocial services

- Moral support for both the client and their loved ones, help with grieving, service organization and referrals to other resources.

## Service hours for palliative care at home

Palliative care services are provided in your home from 8:30 a.m. to 4:30 p.m. Monday to Friday, except statutory holidays. To assure that services continue round the clock, however, all palliative care clients are also registered in the region's 24/7 Program.

The 24/7 Program is offered in partnership with local CLSCs and delivers the following services:

- Information, advice, and support, and;
- A home visit from a member of the CLSC team when required.